

## Comment Guidelines

<b>Content Guidelines</b>	<p><b>Do</b></p> <ul style="list-style-type: none"> <li>• Address your comments to the basic, overall, or multiple Criteria requirements that are most important to the applicant.</li> <li>• Write a unified, coherent, well-developed comment to provide value to the applicant. Include a topic sentence to express the main point of the comment, followed by concisely written evidence that develops the main idea in greater detail. (<i>Hint: Reach a conclusion and write it first, moving from generalization to support.</i>)</li> <li>• Include factual supporting detail. Ask yourself, “What examples can I provide from the applicant’s response to clarify the strength or opportunity?” Include figure numbers in comments, as appropriate. You do not, however, need to construct an exhaustive list of every method described by the applicant that is related to your conclusion.</li> <li>• Use the evaluation factors (A-D-L-I or Le-T-C-I) to clearly articulate the areas of strength or provide insights that will help the applicant improve overall organizational effectiveness and capabilities.</li> <li>• Draw linkages across Items or between an Item and the applicant’s Organizational Profile.</li> <li>• Ensure that the comment does not contradict other comments in the same Item or other Items or in the Key Themes Worksheet.</li> </ul> <p><b>Do not</b></p> <ul style="list-style-type: none"> <li>• Go beyond the requirements of the Criteria or assert your personal opinions.</li> <li>• Be prescriptive by using “could,” “should,” or “would.”</li> <li>• Be judgmental by using terms such as “good,” “bad,” or “inadequate.”</li> <li>• Comment on the applicant’s style of writing or data presentation.</li> </ul>
<b>Style Guidelines</b>	<p><b>Do</b></p> <ul style="list-style-type: none"> <li>• Use a polite, professional, and positive tone.</li> <li>• Use active voice (e.g., “completes” rather than “is completed”) and present tense.</li> <li>• Use vocabulary/phraseology from the Criteria and the Scoring Guidelines.</li> <li>• Describe what is missing if something “is not clear.” For the Site Visit Scorebook, clarify all “not clear” statements.</li> <li>• During Consensus Review, use “the applicant” (which will be replaced with the actual name in the final product) and generic terms such as “the organization,” “the hospital,” or “the school district” to avoid repetition in comments.</li> <li>• During Site Visit Review, use the applicant’s name in the Site Visit Scorebook.</li> <li>• Use the applicant’s terminology when appropriate.</li> </ul> <p><b>Do not</b></p> <ul style="list-style-type: none"> <li>• “Parrot” the application or the Criteria. Provide only enough language to add clarity—seek to add value rather than restate information.</li> <li>• Use jargon or acronyms unless they are used by the applicant.</li> </ul>
<b>Consensus Review Item Worksheet Guidelines</b>	<p><b>Do</b></p> <ul style="list-style-type: none"> <li>• Include four to six key factors based on the Criteria requirements for the Item. These will differ depending on the Item. Include only the relevant portion of the key factor (e.g., one or two of the strategic challenges rather than all strategic challenges).</li> <li>• Include a total of around six comments per Item that are most relevant and important to the applicant based on its key factors and its maturity level.</li> <li>• Ensure that the Item’s score is supported by the comments.</li> <li>• Place the comment on the correct Consensus Review Worksheet based on the Criteria, not on where the information appears in the application.</li> </ul>